

# UTAH DEPARTMENT OF HUMAN SERVICES NEWS

■ ■ ■ ■ ■ CARING IS OUR BUSINESS

*January 2009*



## INTO THE SHADOWS

*By Donna Russell, Office of Public Guardian*

Quietly, but with forceful compassion, guardians go into “the shadows of life” to give attention and care to the “wards” of the Office of Public Guardian (OPG). One might ask – what is a “ward”? A ward might be a person with a life story they can or cannot tell. Perhaps one without others to care for them or is deemed unable to make basic life decisions: Where shall I live? What should I eat?

Mrs. H resides at a local facility and is a client of Cheryl Anderson, OPG. Mrs. H does not recognize Anderson when she visits; she is elderly and suffers from dementia. Even though Mrs. H can’t speak, Anderson talks to her, sees that she is cared for appropriately and regularly works with the facility guaranteeing Mrs. H’s

needs are met.

Amy Christensen, also with OPG, respectfully helped plan funeral service for her long time client, Miss T. Christensen wrote the obituary, ordered flowers and made sure Miss T’s favorite hymns were played at the service clients to ensure her passing was given recognition.

While these are regular duties of a guardian, touching a person’s hand, tucking in bed sheets or straightening pictures are the small acts of kindness that may not be seen, but are given freely by the guardian.

Each of us in DHS, are the “government” of whom Mr. Hubert Humphrey speaks. We all go into “the shadows” to take respect, service and compassion to those who have little light in their lives.

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**It was once said that the moral test of government is how that government treats those who are in the dawn of life, the children; those who are in the twilight of life, the elderly; and those who are in the shadows of life, the sick, the needy and the handicapped.**

**- Hubert H. Humphrey**

## Home & Community Based Alternatives Program: Who Do We Serve?

By Peggy Matlin, Division of Aging and Adult Services



Since the 1970s, “Alternatives” has been the bedrock of service programs for older Utahns. The goal since then has not changed: we support older, frail, low income seniors who are able to stay in their own homes and communities as long as possible, thus avoiding premature institutionalization in nursing homes.

A typical patient is very much like “Helen,” a woman I visited in Kaysville last year. Helen was 83 years old, living alone in a subsidized apartment, and had one living son, who worked as a long-haul trucker. He assisted her with transportation and errands, however, his job required him to be gone a lot. Helen’s medical diagnoses included asthma, arthritis, hypertension, spinal degeneration, hiatal hernia and macular degeneration. Her case manager arranged an array of services to support her and keep her safe at home, and coordinated physical therapy through Medicare services (which expired 30 days after hospitalization, with the services paid by the Alternatives program). Services included Home Delivered Meals 5 days a week, a personal care aide to assist with bathing, a homemaker to keep her home safe and clean, and an emergency response button to wear. Additionally, he coordinated Senior Companions services to help with her feelings of loneliness and isolation. Helen is sincerely appreciative of all the support which enables her to stay home; she is able to sleep in her own bed and watch the birds from her couch each day.

### AVERAGE ANNUAL COST OF CARE:

Nursing home: \$42,500

Assisted Living: \$26,000

Alternatives: \$4,000

## All Around Worker

By Julie Hansen, State Development Center

**American Fork** - If you mention the name Connie Simms anywhere on the campus of Utah State Development Center (USDC), you will find she is well known. Simms has worked at USDC for over nine years which is not unusual, except for the fact that she began as a food service worker, worked her way up to switchboard operator and is now a Licensed Social Worker for many individuals in the USDC facility. “Connie has been able to make significant progress with the female consumers she serves,” states Karen Clarke, USDC Director, “She is very invested in the welfare and stability of those she supports and strives to assist people with disabilities to become independent and self reliant.”

Simms is a competent and, willing employee in all areas. Not only does she assist clients, but she has been an active team member providing training to all of USDC on such issues as guardianship, active treatment, communication with people with disabilities and cognitive issues revolving around this unique population. Simms has helped establish policies and researched out many difficult answers pertaining to legal and regulatory issues involving the mentally retarded. She has been known for making long lasting meaningful changes in the lives of the individuals at USDC. Simms was recently selected as employee of the month for October, 2008 at USDC. Her forward creative thinking has earned the respect of the individuals and staff here at USDC. “She is a very competent clinician,” states Clarke, “she is definitely an asset to the Developmental Center.”





## Attorney of the Year 2008

By Angelique Colemere,  
Executive Director's Office

**Salt Lake** – Assistant Attorney General, Susan Eisenman, was named Attorney of the Year and presented with an award at a luncheon held in November. Eisenman was highlighted for her success in negotiating the final settlement to the notorious “David C.” lawsuit against the Division of Child and Family Services. “Susan is one of the finest lawyers I have ever worked with - she is smart, energetic and thorough,” said Craig Barlow, Division Chief of Children’s Justice. “She was central to the legal efforts to finalize the David C. lawsuit.” The lawsuit lasted 14 years and cost \$7 million in legal fees. Eisenman was also involved in the case of accused Elizabeth Smart kidnapper, Wanda Barzee, and whether she should be force medicated. Eisenman has worked with various agencies within the Department of Human Services from Aging to Juvenile Justice. She has an incredible working knowledge of the law and strongly advocates for the Department and our clients. “Susan is one of those incredibly bright thinkers that can change the game entirely for you if she is on your side,” says Lisa-Michele Church, DHS Director, “Not only does she see angles that no one else thought of, but her judgment about human nature and legal strategy is some of the best I have ever seen.”

Despite her shrewdness in court and her strong New York personality, Eisenman is known for her great sense of humor. “Susan has a big heart and is a delight to work with at DHS,” states Barlow.



## From Lisa-Michele

As you know, the Legislature is currently considering budget cuts to Human Services as a result of the economic downturn. On Monday, January 12, our appropriations subcommittee announced their recommendations for a 15% or \$44 million cut in the FY 2010 base budget of Human Services.



In December, Governor Huntsman announced a plan for a cut slightly below 7% or \$17 million, with one time money backfilling some of those cuts. Those two competing plans will now play out over the upcoming legislative session.

Our strategy is as follows: 1) keep essential services in place, 2) articulate the positive outcomes that are achieved by Human Services in improving our community, 3) explain the good investment that Human Services represents to the taxpayers, and 4) ask the Legislature to consider allowing us to use some one-time money to patch critical services until the economy improves.

I am proud of the work we do at Human Services and I appreciate the community’s support. We rely on many important partners, such as counties, private providers, charitable organization, and individuals, to care for the most needy and vulnerable in our society. We need to pull together more than ever. Support for the Governor’s approach is appreciated. I am hopeful that the community will support our strategy and keep Utah’s quality of life intact.

To our employees, I am asking that you continue to do your usual excellent work and stay positive. Our clients need to be reassured that the core services will remain. Because of the difficult economic times, clients are anxious and budget cut discussions just add to that. Thanks for all you do to maintain services. I would also invite any DHS employees who have ideas about efficiencies or temporary reductions to forward those ideas on. Let your supervisor or division manager know, or e-mail me directly, I am always open to these ideas and I think the knowledge you have as employees may be the key to getting through the downturn. Thanks for all you do!

## Website “WOW’s” DHS

By Manuel Romero, Executive Director’s Office

The new Diverse Utah website is “awesome,” “great,” and “forward looking” say DHS staff who attended recent training unveiling the new DHS cultural competency website. In September, Laurieann Thorpe and I provided statewide training to more than 1,000 DHS staff on how to navigate Diverse Utah. The feedback received by many was that the website proved very useful and offered help to caseworkers in attaining better outcomes for their clients.

Visit <http://diversity.hs.utah.gov> to obtain *caseworkers tips*, *interpreter services*, *community resources*, *cultural documentaries* and *message board*. The website also provides information about the cultural events going on around the state as well as training opportunities that present valuable tools to utilize when working with our growing and diverse DHS caseloads. Staff can also add comments about their own cultural experiences and offer suggestions about how the site could improve. Diverse Utah continues to be a work in progress and new sections on American Indian culture, poverty, polygamy and deaf and disabilities will be added soon.

Remember cultural sensitivity is knowing there is another side, cultural competence is knowing what’s on the other side. If you are interested in training on the website please contact me at 538-9875 or [maromero@utah.gov](mailto:maromero@utah.gov)

UTAH DEPARTMENT OF HUMAN SERVICES  
**DIVERSE UTAH**  
ONE STATE MANY PEOPLE



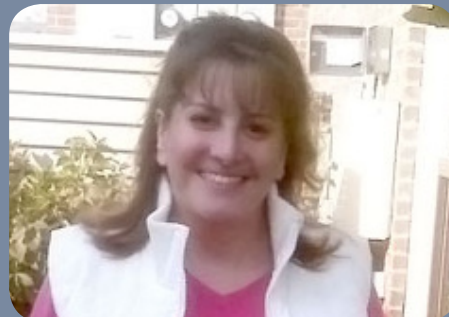
## AdoptUsKids December Caseworker of the Month

By Kathy Searle, The Adoption Exchange

**Salt Lake City** - AdoptUsKids announced Kimberly Anderson, Division of Child and Family Services as the December 2008 winner of the Caseworker of the Month award. This award is part of a national initiative celebrating caseworkers for their dedication to children and families nationwide. Greg and Karen Daniel, adoptive parents nominated Kimberly Anderson for her strong advocacy and persistence with their adoption process.

Thousands of foster, adoptive and kinship families across the United States rely on caseworkers to connect them to services, offer support and guidance, and ensure the safety, permanency and well-

being of children in the foster care system. The Daniel family stated, “Anderson’s willingness to go far beyond her job description has made this adoptive experience go so smoothly and has renewed our hope in the entire process.” AdoptUsKids’ Project Director, Kathy Ledesma said, “The personal interest Anderson demonstrated in helping the Daniel family to



achieve their dreams of adoption is exemplary.”

Nearly 300,000 children in the United States enter the foster care system each year. While half of these children return to their parents, approximately 130,000 children remain in foster care awaiting a permanent family. After being nominated, Anderson said, “The Daniel family has given the boys a chance for a forever family, and there are not enough words of gratitude that can be expressed for this miracle.”

Excerpts from the nomination can be found along with December’s award announcement at:

[www.adoptuskids.org](http://www.adoptuskids.org)  
and [www.adopte1.org](http://www.adopte1.org)

## Healthy Eating for a Healthy Weight

A healthy lifestyle involves many choices. Among them, choosing a balanced diet or eating plan. So how do you choose a healthy eating plan? According to the Dietary Guidelines for Americans, a healthy eating plan:

- Emphasizes fruits, vegetables, whole grains, and fat-free or low-fat milk and milk products
- Includes lean meats, poultry, fish, beans, eggs, and nuts
- Is low in saturated fats, trans fats, cholesterol, salt (sodium), and added sugars
- Stays within your daily calorie needs

A healthy eating plan that helps you manage your weight includes a variety of foods you may not have considered. If “healthy eating” makes you think about the foods you can’t have, try refocusing on all the new foods you can eat— Fresh fruits — don’t think just apples or bananas. These are great choices, but try some “exotic” fruits, too. How about a mango? Or a juicy pineapple or kiwi fruit! When your favorite fresh fruits aren’t in season, try a frozen, canned, or dried variety of a fresh fruit you enjoy. One caution about canned fruits is that they may contain added sugars or syrups. Be sure and choose canned varieties of fruit packed in water or in their own juice.

Fresh vegetables — try something new. You may find that you love grilled vegetables or steamed vegetables with an herb you haven’t tried like rosemary. You can sauté vegetables in a non-stick pan with a small amount of cooking spray. Or try frozen or canned vegetables for a quick side dish — just microwave and serve. When trying canned vegetables, look for vegetables without added salt, butter, or cream sauces. Commit to going to the produce department and trying a new vegetable each week.

Calcium-rich foods — you may automatically think of a glass of low-fat or fat-free milk when someone says “eat more dairy products.” But what about low-fat and fat-free yogurts without added sugars? These come in a wide variety of flavors and can be a great dessert substitute for those with a sweet tooth.

A new twist on an old favorite — if your favorite recipe calls for frying fish or breaded chicken, try healthier variations using baking or grilling. Maybe even try a recipe that uses dry beans in place of higher-fat meats. Ask around or search the internet and magazines for recipes with fewer calories — you might be surprised to find you have a new favorite dish!

Being consistently healthy in your eating choices is the key. Making the same healthy eating choices over time can lead to better eating habits. By thinking more positively and focusing on what you can have, you’ll help yourself establish healthy eating habits.

Content Source: Division of Nutrition, Physical Activity and Obesity, National Center for Chronic Disease Prevention and Health Promotion

[http://www.cdc.gov/nccdphp/dnpa/healthyweight/healthy\\_eating/index.htm](http://www.cdc.gov/nccdphp/dnpa/healthyweight/healthy_eating/index.htm)

## Running Strong, Three Years Long!

By Beverly MacFarlane, Fiscal Operations



PARC Open House Held January 15th

**Salt Lake** – On January 15, several administrative employees gathered to renew annual memberships and celebrate the Physical Activity Recreational Center’s (PARC) third anniversary.

In 2004, Governor Walker signed a letter asking state agencies to implement recommendations designed to help state employees eat better and get more physical activity. In 2005, Governor Huntsman endorsed the Work Well Recommendations and urged all state agencies to implement them. As a result, PARC opened and membership has almost doubled – from 37 to 78 members.

PARC members are raving about overall employee health. “I am so excited that I have a great and convenient place that I can work out in,” said Aging and Adult Services Legal Services Developer Jilenne Gunther. “It is something that I look forward to every work day. It is great to be able to take a ‘real break’ from work and re-energized myself. It is the best benefit that the Department offers.”

Employees are initiating and maintaining behavior and lifestyle changes and they are seeing the results. They feel better, have improved stamina, less stress in their life, and some have shed weight or maintained their overall weight while gaining muscle.



## Training Tidbits

*Proper training is essential to best serving our consumers. Below are just a few of the upcoming training opportunities supported by the department:*

### Generations 2009 Conference

April 2-3, 2009

Salt Palace Convention Center

Salt Lake City, Utah

For more information go to

[www.hstraining.utah.gov](http://www.hstraining.utah.gov)

*It took a lot of blood, sweat and tears to get to where we are today, but we have just begun. Today we begin in earnest the work of making sure that the world we leave our children is just a little bit better than the one we inhabit today.*

*- Barack Obama*

### State Hospital –CME Training Opportunities:

#### Native American Spiritual Beliefs and Practice Relative to Medical Illness and Mental Health

January 29, 2009 10:00 AM-12:00 PM

Classroom 21, Heninger Administration Bldg.

Utah State Hospital– Provo

For more information contact Elaine Angulo @

801-344-4265

#### Pain Management

April 9, 2009 10:00 AM-12:00 PM

Classroom 21, Heninger Administration Bldg.

Utah State Hospital– Provo

For more information contact Elaine Angulo @

801-344-4265

## HELP WANTED

Are you aware of a training or conference that we don't have listed in the Human Touch or online?

If so, please notify Angelique Colemere, [ACOLEMER@utah.gov](mailto:ACOLEMER@utah.gov) 801-538-4275.

You may also submit events online on the department training calendars,

[www.hstraining.utah.gov](http://www.hstraining.utah.gov).

## Black History Month

*By Manuel Romero, Executive Director's Office*

This February is Black History Month. The story of Black History Month begins with historian Carter G. Woodson. Woodson was passionate about black history. His passion, however, evolved in the most unlikely place. While working at a coal mine when he was twenty, the daily conversation of the black Civil War veterans often focused on interesting historical facts not recorded in history books. Woodson realized that despite the constantly evolving history of the African American experience, documentation was sparse.

Read more by visiting:

<http://afroamhistory.about.com/od/blkhistorymonth/a/origins.htm>

We encourage you to learn more about Black history month by visiting the events section of "Diverse Utah" website [www.diversity.hs.utah.gov](http://www.diversity.hs.utah.gov). Events celebrating African-American culture and history will be posted for our DHS staff. You can also visit <http://afroamhistory.about.com/> to see what is going on around the country during this celebration.

## Utah Highlighted in Federal Direct Service Workforce Resource Center Toolkit

*By Chuck Bruder, Services for People with Disabilities*

The Utah Departments of Human Services, Health and Workforce Services partnered in 2007 in applying for and being awarded a grant of intensive technical assistance from the Direct Service Workforce (DSW) Resource Center of the federal Centers for Medicare and Medicaid Services (CMS). This wide-ranging project, which was awarded to only five states, brought together public and private stakeholders to address state-of-the-art ways to recruit and retain a capable and talented workforce of those caring for Utah's needy and most vulnerable. Expert guidance and assistance was afforded by the University of Minnesota and the Paraprofessional Healthcare Institute which were provided as expert partners in this exciting project by the DSW Resource Center.

The fruits of Utah's project have just been highlighted in a newly released DSW Resource Center Toolkit recently published by CMS. This toolkit offers states looking to enhance their capacities to enhance their critical supply of direct service professionals to meet the needs of the elderly, infirmed and disabled citizens of their states the knowledge gained by the many partners within Utah who joined together to explore innovative solutions to this serious problem. Utah and the Department of Human Services are proud to be able to contribute its experience and creativity in fulfilling this project to the benefit of States across the nation facing similar critical direct service workforce shortages. For further information or questions please contact me at 538-4202 or [cbruder@utah.gov](mailto:cbruder@utah.gov)

## Architects Do More Than Create For DHS

*By Angelique Colemere, Executive Director's Office*

**Salt Lake** - For several years, DHS has worked with VCBO Architecture on various building projects most recently the plans for our new DHS building. Throughout numerous meetings with Lisa-Michele Church and other DHS employees, the VCBO Architecture staff learned more about the services our offices provide and the clients for which DHS works to assist on a daily basis.

During these difficult economic times, it isn't hard to observe or perhaps feel the financial pressures that exist especially for our clients. VCBO Architecture was so concerned about the DHS mission that they chose to donate money to The Road Home, a local homeless shelter, instead of giving fruit baskets for the holidays. "Not only is VCBO Architecture an amazing firm to work with, they also do a lot for the community," stated Keith Davis, Director of Administrative Services, "I have thoroughly enjoyed working with them".

DHS appreciates VCBO Architects for their generous donation to support those experiencing homelessness.



New DHS Administration Building

## David C. Lawsuit Ends.....

*By Duane Betournay, Director Division of Child and Family Services*

The final pages are placed in the massive volumes of papers, exhibits, reports, and data, too numerous to count. For 15 years, the David C. Lawsuit has dominated the day-to-day activities of the Division of Child and Family Services (DCFS). Recently, however, Federal Judge Tena Campbell dismissed the David C. Lawsuit with Prejudice.

The purpose of the lawsuit was to improve services to children in a state run, Child Welfare Program that was deemed one of the worst in the country. There was no doubt that there were problems. There were improvements needed, resources that had to be devoted, and a general recognition that children and families had to be at the center of what we do. And so began the journey. Many have asked, how did we get from those early, and very contentious beginnings, to where we are today? What were the key elements that were so critical in this child welfare reform, and what can we learn for the future? Here are but a few of the things that I found as keys.

**Staff Resources:** The State of Utah invested heavily in DCFS and funded hundreds of new caseworker and support positions and addressed the issue of decreasing caseloads. Now the caseloads mirror national standards and support the long held belief that time to work with children and families means safer children and better outcomes for families.

**Best Practice:** The way that we work with families has a lot to do with the success that we have seen. Family centered practice means that we start immediately with the family to build a team. This team works to help the family develop solutions to the issues they are facing to look at the best interest of the child/children. Coupled with a well thought out model of practice is the training component that comes with it. It also takes consistent application of policy that supports best practices. Without good policy support, practices become lost with the passage of time.

**Excellent Leadership:** Both on the Department and the Division levels, DCFS is fortunate to have exceptional leadership in support of the Division. This has enabled resources and policy support of best practices to remain a focus despite a change in the administration of the Department that took place in 2005 when Lisa-Michele Church was appointed. Leadership in the form of our legal team also played



a significant role in our success. Susan Eisenman and Craig Barlow were incredible.

**Quality Staff:** The Division of Child and Family Services is so fortunate to have one of the most highly trained, skillful workforces of any agency in state government. Their dedication to their clients and to the safety of children has made all the difference.

**Quality Assurance and Monitoring:** Tracking progress is key in any reform. DCFS and the Office of Services Review forged an early and successful relationship that provided monitoring and evaluation of the outcomes for Child Welfare. The monitoring process followed the best practice model that had been developed by the Division. Only through effective, and unbiased evaluation of the work being done, could we tell that we were having success. The numerous teams involved should be complimented.

**Consistent Health Care:** Thanks to staff from the Department of Health's "Fostering Healthy Children." Through their consistent hard work and dedication, children in Foster Care have their health care needs met and most often exceeded.

Many other factors also played a role in this accomplishment including the early work of the Monitoring Panel, the Child Protection Ombudsman, the Child Welfare Policy and Practice Group (out of Alabama), the Courts, Guardian ad Litem's Office and citizens from all over the state of Utah who came together to work with the Division. Each one of these factors were critical and will remain so as we move towards the future of Child Welfare in Utah.